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AF-115-87

3 APR 1987

MEMORANDUM FOR: Chief, Information Management Staff

THROUGH: Chief, Systems Group, IMS
AF,
Chief, FMD/OL

FROM:
Chief, Africa Division

SUBJECT: Problems with WANG Word Processing System in
Africa Division

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1. Action Requested: Africa Division requests that Information Management Staff focus immediate attention and whatever resources are necessary on the constant problems that Africa Division is having with the WANG word processing system. These problems must be solved so that Africa Division can sustain full level information processing and management.
2. Background: Africa Division has experienced continuous, serious problems with the WANG word processing system since its installation in 1983. Specifically, the CPU's and printers in the Division do not function with sufficient reliability to allow our staff to complete their work on a timely basis. Lengthy "down time" due to frozen systems, inability to "power up" and need to replace disk packs on a frequent basis, are the evident symptoms of the problem. Documents have been "lost", and a significant amount of daily activity is spent trying to retrieve information or work around the system. In the past few months, the WANG technicians have stated that the fault lies in the building power system, while building electricians believe that the WANG equipment is faulty! Response time to requests for repairs or assistance from WANG representatives has been very poor, ranging from a period of several hours to entire days. In addition, WANG representatives informed us that there is no preventive maintenance program that might help alleviate the situation. It is imperative to locate the cause of these problems - whether technical or electrical or both - and to take immediate corrective action.

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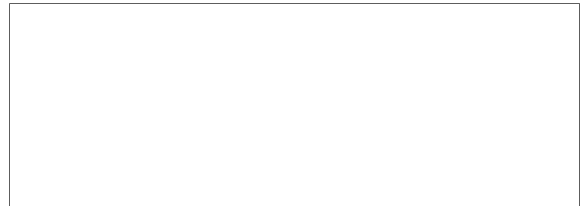
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3. Africa Division is finding it impossible to maintain an acceptable level of word processing function. Since most of the Directorate of Operations requires that cables, memoranda, and even forms, be submitted in WANG-specific format (accompanied by diskette), we find ourselves in a ludicrous position. The above mentioned problems have all been brought to IMS attention as they occurred. What is lacking at present is a focused, coordinated approach to solving the problem. The controversy over which component/service (WANG or building maintenance) is responsible has only added to the confusion, and to date no one has been willing or able to make the necessary repairs.

4. We request that IMS address the issues raised in this memorandum as soon as possible so that Africa Division can meet its goals and objectives.



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Division**

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